

HOUSE OF RUTH, INC. CalWORKs DOMESTIC ABUSE SERVICES SERVICE PLAN

Domestic Abuse Advocates: Contractor shall provide a case manager serving the Rancho Cucamonga and Ontario TAD/ESP offices. This person shall conduct thorough intakes and needs assessments with newly referred participants and shall be available to see battered women at the designated offices. Case manager shall work with clients to determine the safest and most accessible environment in which to have appointments. Contractor shall provide 30-minute in-person response to client emergencies.

Welfare-To-Work services: Contractor shall provide the comprehensive supportive services that CalWORKs participants need in order to overcome domestic violence barriers and encourage safe participation in welfare-to-work activities. All client services shall begin with an initial needs assessment. Service plans, resource identification, referrals, advocacy and case management activities flow from the initial assessment. Safety planning is conducted at each client contact because, as the needs of the family change, so do their resources for safety. House of Ruth also provides legal assistance, housing assistance, job support and transitional shelter with supportive sources. Two of the critical components of Welfare-to-Work services are the "DV 101" class and the "life Skills" class. These classes are design to provide participants with basic information about domestic violence, resources and independent living skills.

Case Management: House of Ruth provides CalWORKs participants with case management services in order to assist them in becoming self-sufficient. Case management services are provided by trained domestic violence advocates at the Rancho TAD office, the Ontario TAD office, The House of Ruth Ontario office, the House of Ruth Pomona office and at the emergency and transitional shelters. Case managers facilitate client goal setting and access to resources.

Shelter: Contractor's Shelter Program shall provide immediate intervention for women experiencing violence in their homes. The shelter shall be staffed 24 hours a day, seven days a week. Initial contact with victims is through the 24-hour Crisis Intervention Hotline, which shall be staffed by trained domestic violence counselors. Women may stay at the emergency shelter with their children for 30 to 60 days and shall be provided with a wide variety of services. Each client shall be assigned a case manager who works with her to set goals and develop a service plan. The case manager and client shall meet at least twice a week for one-on-one case management, support, referral, problem solving and follow up. Shortly after arriving at the shelter, clients shall also meet with the shelter counselor. The counselor shall conduct a thorough psychosocial history on each client and set up weekly appointments for individual counseling. Clients shall also participate in several counseling groups while in shelter including a Mother's Support Group, a domestic violence education group, a self care group, a conflict resolution group, house meetings and a women's support group. All services in the emergency shelter shall be free of charge for clients. After women have completed the emergency shelter, they may decide to apply for Contractor's Transitional Shelter. During this phase of their services, women may attend school, they may be working, their children attend public schools, and they shall continue with counseling and support groups. The clients shall continue to work with the same case manager that they worked with in the emergency shelter. While there is no fee for this program, women shall be required to save 30% of their income. Each woman's stay in the transitional shelter is different, as service plans are completely individual. The maximum time a woman may stay is 24 months.

Counseling: Contractor shall provide counseling services for battered women and their children at the shelter and the Outreach offices. Under the supervision of the Director of Counseling Services, paraprofessional staff shall provide crisis counseling, support groups and short-term individual counseling. Professional (licensed and pre-licensed) counseling staff shall provide long term individual counseling and groups. Counseling shall be designed to empower battered women with information about domestic violence and how it has affected them and their children. The emotional impact of domestic violence on the woman, such as PTSD, depression, anxiety and fear of conflict shall also be addressed. Emphasis shall be placed on respecting and affirming the skills each woman already has and to encourage her existing commitment to protect herself and her children

from further violence. Child-care shall be provided for women attending support groups and may be provided as available for individual sessions.

Peer groups: Contractor shall provide support group sessions at each of its locations. All support groups shall be facilitated by either a paraprofessional or a professional counselor who has completed the 40-hour State mandated domestic violence training. Contractor shall have the capacity to provide support groups in other locations as well, specifically for victims of domestic violence. Support groups are well attended and provide much-needed relief from the isolation that so many battered women experience.

Children's counseling: Contractor shall provide counseling to children of battered women residing in the emergency shelter. Children's program advocates conduct intake interviews with each mother in the shelter. Additionally, staff conduct developmental assessments on each child, and activities are designed to meet the children's developmental needs. Staff also assess for child abuse, neglect and the degree of exposure to violence. All staff are mandated child abuse reporters. As the need arises, pre-licensed and licensed counseling staff are available to provide individual and family therapy. Paraprofessional staff provide age appropriate activities, including support groups, therapeutic play and individual support to mothers.

Parenting Training: Contractor shall offer a 10-week certified parenting class two times per year at the Ontario Outreach office. House of Ruth also offers a parenting class at the Pomona Outreach office that is open to women who are in shelter and to women who are participating in any of our Outreach programs. The parenting styles of the clients may be reactive rather than proactive. As they begin to heal from the violence, they may become more aware of the needs of their children. They may want to provide their children with new and more effective forms of discipline. CalWORKs participants are encouraged to attend.

Child-care: Contractor shall provide a safe environment for children while their mom is in group or individual counseling, or when she is working with her case manager. Child care shall also be available for children whose mothers want to come in to the Ontario office to practice on the computer, research resources, or make phone calls in a safe environment.

Outreach Center: Contractor shall provide two locations where CalWORKs recipients can come to for help and information on a non-appointment basis. The first location is the Ontario Outreach office, located at 120 S. San Antonio in Ontario. The second location is 599 N. Main Street in Pomona. Both locations shall be open Monday through Friday, from 9 a.m. to 5 p.m. and staff shall be available for both English and Spanish speaking clients. Finally, CalWORKs recipients may access a trained domestic violence counselor 24 hours per day, 7 days per week by calling the Contractor Hotline at (909) 988-5559.

Hotline: Contractor shall operate a domestic violence hotline. The hotline shall be staffed by trained domestic violence counselors 24 hours per day, 7 days per week. Each counselor shall have completed the State mandated 40-hour domestic violence training and shall have with them a comprehensive referral manual developed by Contractor. Hotline counselors shall be trained listeners, and able to facilitate access to a variety of services. They shall provide the gateway to all Contractor services, including intake to the shelter. All calls shall be completely confidential and callers can remain anonymous. Bilingual staff and volunteers shall provide hotline response through a pager system on a 24-hour basis for Spanish speaking callers. All staff and volunteers who answer the hotline shall have attended a Spanish language training in order to be able to take a safe phone number and a time when the caller may be contacted. Program materials are provided in English and Spanish.

Emergency Services: Contractor shall provide emergency shelter services, food, clothing and transportation to battered women and their children. The emergency shelter shall have 30 beds available, and women may stay up to 45 days. During their emergency shelter stay, women shall be provided with food, clothing, transportation and other supportive services free of charge. Contractor shall be able to provide a limited amount of financial assistance to women who have emergency needs (i.e. medication, transportation, etc.)

Referrals: Contractor shall provide CalWORKs participants with referrals to public and private community agencies.